
STAFF SERVICES MANAGER I (Specialist)
ADMINISTRATION DIVISION - HUMAN RESOURCES
FINAL FILING DATE: October 3, 2006
Fulltime - Limited-Term (24-Months)
\$4,912 - \$5,926

DEPARTMENT SUMMARY:

Are you interested in working for a department where you know that the services you provide make a difference? The VCGCB is comprised of approximately 300 employees who help administer the Victim Compensation and the Government Claims Programs. The Victim Compensation Program helps people who have been a victim of crime to pay medical bills, funeral expenses, treatment for mental health, lost wages, and other crime-related expenses. The Government Claims Program helps members of the public resolve claims against the state. Our mission is to serve our claimants and stakeholders through effective assistance and timely resolution of claims. The VCGCB is a special fund agency under the State Consumer and Services Agency.

POSITION SUMMARY:

Under the general direction of the Staff Services Manager II (SSMII), in the Office of Human Resources, the Staff Services Manager I (Specialist) performs complex and sensitive personnel projects and will be responsible for administering the Board's Labor Relations Program. This position involves handling of technical and complex labor union issues and acting on behalf of the SSMII when required. This position will be responsible for the Board's Administrative Training Program and the development and implementation of the Board's Administrative Policies and Procedures.

ESSENTIAL FUNCTIONS:

Performs responsible staff work relating to grievances, arbitrations and labor relations. Develops, administers, and promotes an effective Labor Relations Program for the Board. Drafts and prepares departmental policies for review and implementation. Acts as a departmental liaison between management and the labor union. Provides training to managers and supervisors on the Bargaining Unit Contract language. Provides guidance to management staff to assist them in promoting a positive working environment within the Board. Advises management and staff regarding interpretation and application of contract provisions for employee contracts. Reviews, investigates and makes recommendations to management staff to prevent and/or resolve grievances and unfair labor practice issues.

Researches various Memorandums of Understanding and State Personnel Board laws and rules, Departmental operational memos, California Code of Regulations, Department of Personnel Administration Bulletins, laws and policies of labor administration, departmental policies, etc. to obtain necessary information needed to prepare responses to all second level grievances.

Develops processes to enhance the Board's Labor Relations Program. Initiates and actively participates in Joint Labor/Management meetings and serves as the management contact for the committee. Meets as needed with union representatives to resolve potential labor union issues. Prepares and organizes case materials and attends arbitration hearings with Staff Counsel from DPA.

Administers the Board's Administrative Training Program. Develops departmental training policy and program; prepares and coordinates the Annual Training and Development Plan with managers and supervisors. Reviews and provides input on HR processes and procedures to ensure consistency with Training and

Development Assignments, Out-Of-Class assignments, Leave of Absence requests, selection and recruitment, performance evaluations, progressive discipline procedures as well as other processes. Independently

Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation. **Position subject to SROA and Re-employment List policies and procedures. **

develops and conducts educational workshops for the Board's managers and supervisors on HR processes and procedures.

DESIRABLE QUALIFICATIONS:

Candidate's who possess a thorough understanding of the dynamics in managing an effective Labor Relations Program • Ability to effectively communicate both written and verbally with all levels of management and staff • Experience in handling multiple priorities effectively to carry out the missions and goals of the Administration, Department and the Division • Experience evaluating and developing alternatives to resolve complex problems with effective interpersonal and negotiating skills • Ability to motivate and influence others toward effective individual or team work performance • Organize and structure work for effective performance and goal attainment and the ability to set and balance priorities • Knowledge of Government Codes, and the State Administrative Manual • Ability to lead and participate in teams • Ability to provide objective overview of situations • Willingness to accept challenges, handle multiple projects simultaneously • Ability to effectively manage deadlines • Ability to resolve complex matters objectively • Ability to exercise tact and diplomacy in challenging situations.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

In a professional office environment with appropriate business attire • Use of phone, fax, copiers, and general office and communication equipment • Frequent use of a personal computer and related software applications at a workstation • Use of hand cart to transport documents and/or equipment up to 15-20 lbs. (i.e., laptop computer, files, and reference manuals).

The Board is moving to 400 "R" Street at the end of this year.

WHO MAY APPLY:

Current State employees in the Staff Services Manager I classification or individuals eligible for appointment by transfer, list appointment, or reinstatement to this classification. In addition to their application, candidates must submit a current resume and cover letter explaining their eligibility and their interest in this position. Applications will be screened and only the most qualified candidates will be selected to interview.

SUBMIT APPLICATIONS TO:

Victim Compensation and Government Claims Board
Office of Human Resources
Attn: Terri Hamilton
P.O. Box 48
Sacramento, CA 95812-0048
(916) 327-0406

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